

# Process Control & YOU

**A process consists of the following five essential components:**

**Methods/Instructions:** The techniques used to perform a process (e.g. cleaning, mixing, bonding, welding, casting, heat treating, curing, assembling, dye penetrate inspection, etc.) must be controlled, including the step-by-step documentation or recipe used by a process operator or technician to accomplish a process.

**Materials:** Both product and process/manufacturing materials must be controlled.

**Equipment:** Processes are performed using the correct equipment (e.g. facilities, tooling, Ground Support Equipment [GSE], Transportation Support Equipment [TSE], Special Test Equipment [STE], etc.) for the task.

**People:** People must have the appropriate technical skill level and training, and understand the importance of process and change control.

**Environment:** Processes are performed under the proper environmental conditions (e.g. temperature, humidity, clean room, lighting, etc.).

All of our success depends on *YOUR* controlled processes! Thank you!

For more information, visit our supplier outreach website:

<http://quality.nasa.gov/outreach/index.html>

## Procurement Quality Assurance Team



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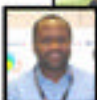
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PQA is a part of Section 512 Quality Assurance.  
Carl de Silveira, QA Manager  
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## The Jet Propulsion



## Laboratory

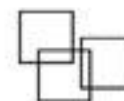
# Procurement Quality Assurance

*working with P-Card Users*



# The Jet Propulsion Laboratory

# PQA



The Procurement Quality Assurance team exists to support the Laboratory and all programs the Laboratory supports.

Here's what we have to offer!

- Lab-wide and NASA-wide Approved Supplier List (ASL)
- Supplier Recognitions
- Quality Clause Coding and Advisement
- JPL Supplier Rating System
- Audits and Surveys
- Receiving Inspection
- Material Review Board facilitation

## Audits

JPL has numerous experienced auditors able to conduct quality audits to approve suppliers to the JPL Approved Supplier List. To coordinate an audit, contact:

*Olga Escamilla, Audit Coordinator 818-393-6089*  
*Raymond Hill, Master Auditor 818-393-7774*

## Lab-wide & NASA-wide Integrated Approved Supplier List (ASL)

JPL now has a unified JPL Approved Supplier List. Training is required to gain access to the ASL. For training, visit <http://hr/et/> key word: *quality clause*  
*Olga Escamilla 818-393-6089*

## Quality Clauses

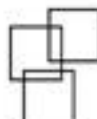
NASA Quality Clause have been developed and are available on the Acquisitions website at: <http://acquisition/e2000.htm>  
*Andre Caticchio 818-354-1126*

## Supplier Recognitions

JPL Coordinates with other NASA Centers and Labs to recognize suppliers for quality products and regimented process controls. The Supplier Outreach and Process Control (SOPC) team plans to complete 200 visits in 2003. Recommend a supplier you think deserves to be recognized.  
*Kien Nguyen 818-393-7264*

## P-Card users must now route the following purchases through PQA:

- Flight hardware, software, or services
- Research and Development (R & D) hardware, software, or services with potential for flight
- Prototype hardware, software, or services with potential for flight
- JPL Critical Item as defined by the JPL Rules Glossary <http://rules/cgi/glossary.pl>



To view Quality Clauses, go to:  
<http://acquisition/e2000.htm>



**Select:** Procurement Quality Assurance Quality Clause Requirements Master List for Suppliers of Flight Hardware, and Critical Software, GSE, Process Commodities and Services to the Jet Propulsion Laboratory



## Have you purchased from an excellent supplier?

### Recommend a supplier you think deserves to be recognized!

If you've purchased from a supplier with excellent process controls, documentation, and/or communication, they may be eligible for a NASA Supplier Visit from the Supplier Outreach team. You can join the visit also!

Maybe you know a supplier that can benefit from a visit to improve their processes, documentation and/or communication, you can recommend them too!

Contact Kien Nguyen, Supplier Outreach Coordinator, at 818-393-7264

For more information visit:  
<http://quality.nasa.gov/outreach/index.html>

